

**Construction Notice**

This contact list may not be complete. If you cannot find the contact you are looking for, please close this page and E-mail the web master. You may also contact Provider Relations at the number on this document.

August 2002

Home and Community Based Services Key Contacts**Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday - Friday**

Topic	Contact	Information Available
Claims (Medicaid)	Claims Processing Unit P. O. Box 8000 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none">• Send paper claims to this address.• Call for answers to claims questions.
Client Eligibility		<ul style="list-style-type: none">• See <i>Client Eligibility</i> in the <i>Key Contacts</i> listing.
PASSPORT Client HelpLine	PASSPORT to Health P.O. Box 254 Helena, MT 59624-0254 Phone: (800) 362-8312 In and out of state	<ul style="list-style-type: none">• Clients who have general Medicaid questions may call the Client HelpLine.
PASSPORT Provider HelpLine	PASSPORT to Health P.O. Box 254 Helena, MT 59624-0254 Phone: (800) 480-6823 In and out of state	<ul style="list-style-type: none">• For answers to any PASSPORT related questions.• To enroll as a PASSPORT provider.
Policy Questions	Cecilia Cowie Senior and Long Term Care Division P.O. Box 4210 Helena, MT 59604 Phone: (406) 444-4150 In and out of state E-Mail: ccowie@state.mt.us	<ul style="list-style-type: none">• See also <i>Policy Questions</i> in <i>Key Contacts</i> listing.
Prior Authorization	Contact you local area case management team (see <i>Case Management Teams</i> in the contacts listing).	<ul style="list-style-type: none">• Prior authorization is required for services.
Provider Enrollment	Provider Enrollment Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none">• To enroll as a Montana Medicaid Provider.

Home and Community Based Services Key Contacts (continued)

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Topic	Contact	Information Available
Provider Relations	Provider Relations Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> • For questions about claims, EDI, eligibility, payments, denials, or to request billing instructions, manuals, or fee schedules, call or write. • Billing instructions, manuals, forms, and fee schedules are also available on the Provider Information Web Site at www.dphhs.state.mt.us/hpsd/
Restricted Client Authorization	Surveillance/Utilization Review Section P.O. Box 202953 Helena, MT 59620 Phone: (406) 444-4167 In and out of state	<ul style="list-style-type: none"> • For authorization for emergency services provided for restricted clients, contact the Surveillance/Utilization Review Section (SURS). • All other services must be authorized by the client's designated provider. • See <i>Authorization, Prior and Restricted</i> in the <i>Key Contacts</i> listing for other authorization information.
Third Party Liability	Third Party Liability Unit P. O. Box 5838 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> • For answers to questions about private insurance, Medicare or other third-party liability.